MARC Riders Advisory Council Meeting

March 15, 2018 4:30 pm – 6:00 pm Hall of States, Room 333 Summary minutes

- I. Call meeting to order (Steve Chan, Chairman): Called to order at 4:31
- II. Introductions (Steve Chan)
 - a Donna Walsh retired. Not attending today. Will attend a future meeting.
 - b Bill Egan, Superintendent of Operations for Bombardier recognized Bombardier Road Foreman Chris Bostic. On March 1, Chris was at Union Station for the afternoon rush hour service when the Conductor on Brunswick Line Train 895 told Chris that he had a passenger in medical distress. Chris responded and quickly realized that the passenger was choking. Chris swiftly applied the Heimlich maneuver to the customer, which dislodged the object and permitted the customer to resume breathing. All in attendance congratulated Chris for his efforts
- III. BWI Rail and Camden Station renovations/improvements Toby Johnson, Chief, Architecture & Sustainability, MTA Facilities Engineering & ADA:
 - a BWI Station was built about 1980 by Amtrak and turned over to MTA.
 - b Major points about the BWI station renovation:
 - i. Construction to start late April/early May and be finished summer 2019. New station footprint does not impact the ability to add a forth track.
 - ii. Temporary station building to the north of the current station will go into service July 2018.
 - iii. There will be a temporary walkway to the north of current station. The present walkway adjacent to the station will be out of service during the construction. The southern walkway will remain open.
 - iv. Renovated station will have:
 - About 1000 square feet more space.
 - 60 seats vs. the current 36 (counted by Christopher Field on 20 March.)
 - Additional bathroom fixtures with an added family toilet.
 - Canopies on the north, east, and south side for shelter from the rain.
 - After the meeting, Toby Johnson responded to a question to say there are currently no plans to provide Wi-Fi as part of the renovations.
 - c Soon the Camden Station will be replaced by a new building:
 - i. Funding has been approved.
 - ii. In design stage now.
 - iii. Construction will take 8 to 10 months.
 - iv. There will be a presentation on it at a future meeting.
 - v. Any council member comments/suggestions should be sent to DJ or Katherine Read. (Follow-up after the meeting. Not really taking public comment. Tight design schedule.) On 3 April, there will be a Maryland Stadium Authority board meeting open to the public to discuss the design, but not likely taking public comment.

- IV. Review of February minutes (Christopher Field Secretary):
 - a Not distributed because of bicycle accident.
- V. Review of February performance data (Katherine Read, MARC Assistant Chief Transportation Officer)
 - a February report attached.
 - b The original report has been replaced by one that fixed several typographical errors.
- VI. Penn Station schedule change update David Johnson (DJ), MARC Chief Transportation Officer
 - a Have seen a few issues with the Penn Line summer schedule. Will wait a week to see if it works out. May make some adjustments.
 - b Feedback: Evening departures. There is a large gap because a cluster of Amtrak trains.
 - c Moved train to 7:05 to even the gaps. 7:05 will move back to 6:45 after track work finished.
- VII. Planning for large events in Washington, DC on March 24 and notes for August weekend work: DJ
 - a Saturday, 24 March 2018 several large events. :
 - i. Projected attendance is near 600,000, about what the women's march had.
 - ii. Gun control march.
 - iii. Start of the Cherry Blossom Festival.
 - iv. A sold out concert at the Verizon Center.
 - b Special schedule for "extremely heavy ridership."
 - c Have added 2 trains in morning and afternoon trains to the Saturday schedule.
 - d Several protect trains available that can be dispatched if trains become over crowded.
 - e Staff people will be at various stations to help guide riders.
 - f Questions:
 - i. What is our capacity? Will have capacity about equal to weekend rush hour capacity; about 10,000 in each direction.
 - ii. The published schedule is regular Saturday with some extra trains. Why does it say Why does it say "the regular schedule will not be in effect?" Answer: worded that way to encourage people to seek the live, MTA web page for a full update on the situation.
 - g During the weekend of 18/19 August 2018, a switch in Penn Station (Charles Interlocking) will be replaced, restricting Penn Station and the B&P Tunnels to a single track.
 - i. Work will take about 26 hours.
 - ii. Most MARC trains will run only between West Baltimore and Washington.
 - iii. More information at a later date.

VIII. Old Business

- a. First refurbished HHP electric locomotive has been running for about 3 weeks without issues. There were some minor software issues that have been resolved. Starting second locomotive.
- b. Received 5 of the 8 new diesels. Remaining 3 in St Lous. Delivery expected well before the next meeting.
 - i. The first one is expected to run revenue service by the end of March.

- ii. It will run in tandem for two weeks: as the "second" locomotive for the first week then as the head locomotive for the second week before independent operations.
- iii. Initial runs will be done on the Camden Line so that they can be checked at Riverside mid-day.
- c. Parts orders have been placed to install bike racks on MARC 3 cars. Funding for the rest of the cars has not yet been identified.
- d. June Brandt emailed the sponsor of HB 180 (which requires two operators in the locomotive of freight trains that share track with passenger trains) to inquire on the motivation. Received no answer. Bill appears to be dead.
- IX. New Business, including questions and comments from guests:
 - a. Steve Chan has an appointment to MDOT attainment committee.
 - i. Committee is assembled every 5 years to set performance measures and targets for the Maryland Department of Transportation.
 - ii. Meets 5 times for 2 hours each.
 - iii. It contains representatives from a wide range of interests including government, business (including Chamber of Commerce), transportation providers and users (including AAA) from diverse geographic regions.
 - iv. The group has hired a consulting firm that makes recommendations. The group generally approves the consultant's recommendations.
 - b. Status of MARC funding contribution from West Virginia:
 - i. Last month, we learned that because the agreement to operate MARC trains into West Virginia has expired, MARC has requested that West Virginia contribute toward the operating cost to support operations going forward. (West Virginia has not contributed for 27 years.)
 - ii. This month, we learned that West Virginia has appropriated \$1.5 million for one year. At the end of the year, the situation will be reassessed.
 - iii. Question: Some years ago, West Virginia fares were raised to compensate for the lack of state funding. Are there plans to reduce that surcharge. Answer: not at this time. Perhaps in the future when steady funding has been assured.
 - c. Council members from the Brunswick Line raised concerns regard locked stations and a lack or poor conditions of bathroom facilities. Response:
 - i. The buildings with bathroom facilities in poor shape are supposed to be locked and closed. They are open because the buildings have been broken into.
 - ii. The buildings are owned by Montgomery County, which has failed to provide any money to maintain them. To reduce vandalism and hazard, MTA has locked them.
 - d. Comment that trains now have an excessive number of announcements. Some don't apply ("Platforms may be slippery" when it is sunny and overhead bins when there are none.) Response:
 - i. MTA wants to significantly increase public awareness of safety issues.
 - ii. MTA has provided crews with flexibility permitting the skipping of some announcements at small station and initiating morning detraining related announcements only when close enough to Washington that people actually detrain.
 - e. Congestion at Union Station on 13 March because of closure of Northeast Corridor due to fire at West Baltimore.

- i. People in Union Station were all over asking "What is going on?" as they were trying to figure out what to do.
- ii. A major problem was while there was equipment in DC, the crews were unable to ride from the north.
- iii. The public announcement system in Union Station is very difficult to hear when there are large crowds. Shaquana Stephens, the Union Station Manager, reported that she went around with a bullhorn to inform people why the delay; information for which people were very grateful.
- iv. Comment that Union Station renovation should include a much better public address large numbers of passengers. It is hoped that more distributed public information boards will reduce crowding and increase access to information.
- f. Apparently, the safety stop was eliminated on the Brunswick Line when trains arrive on the opposite track. MARC management became aware of this shortly before the RAC meeting and has reinstated the stop.
- X. Meeting adjourned at 5:48

<u>Upcoming meetings</u> (Third Thursday of each month 4:30 to 6:00)

April 19, 2018 In person – presentations on new ticket machines and mobile ticketing

May 17, 2018 Teleconference

June 21, 2018 In person

Reminder: E-mail rail car or station defects to Katherine Read – kread@mta.maryland.gov

Attendance:

An "X" means present in the room.

A "P" means present by phone.

A "L" means late.

MRAC		Amtrak		CSX	
Aviva Glaser		Howard Carter		Dan Wagner	X
Brian Love	X	Mike Tierney		Joe Lisska	P
Charles Enders		Justin Waldron		Marco Tura	
Cheryl Batis-Harris		Shaquana Stephens	X		
Christopher Field	X				
Dan Sutherland Weiser	Χ	Bombardier		MTA	
DeMyra Harvey		Amika Anderson		Andrea Farmer	X
Jaime Streeter Wilson		Bill Egan	X	David Johnson	X
James Burrows-McElwain		Christopher Bostic	X	Dean Del Peschio	X
Jeff Jordan		Jeff Gaffney		Katherine Read	X
Joe Conny	Χ	Josh McCormack	X	Matt Mitchel	
June Brandt	Χ	Lee Woodward	X	Paul Krysowaty	
LaToya R. Griffin		Matthew Sturgeon	X	Toby Johnson	X
Kelly Kopeikin					
Matthew Wingerter					
Steve Chan	Χ	Guests			
		John Morris	X	_	
		Vince Hodge			
		Jeff Becker			
		Clark Transkipton			



MARC Train Service On-Time Performance February 2018

		Month	Year to Date	Same Month 2017
Brunswick Line	Brunswick	98.32%	98.40%	95.38%
	Frederick	95.69%	96.27%	94.85%
	West Virginia	97.44%	97.53%	94.09%
	Total Brunswick	97.15%	97.40%	94.77%
Camden Line	Camden	98.03%	95.75%	92.70%
	BTS OTP	97.63%	96.52%	93.66%
Penn Line	Baltimore	92.93%	91.70%	88.84%
	Perryville	85.32%	85.94%	89.54%
	Amtrak OTP	89.12%	88.82%	89.19%
MARC SYSTEM TO	OTAL OTP	93.21%	92.39%	94.23%

MARC On Time Performance Summary

February 2018

Penn Line Weekday

89.82% Month 89.19% Year to Date

88.89% AM Southbound (Trains 401-523)

86.86% PM Northbound (Trains 426-448)

92.53% AM Northbound (Trains 400-412)

83.33% PM Southbound (Trains 537-579)

Trains below 90% (late more than twice, red-bold lower than 80%):

 413 (85% month, 88% YTD)
 517 (55% month, 62% YTD)

 419 (84% month, 72% YTD)
 548 (79% month, 85% YTD)

 426 (85% month, 83% YTD)
 579 (42% month, 47% YTD)

 430 (84% month, 92% YTD)
 634 (85% month, 88% YTD)

 443 (85% month, 93% YTD)
 641 (85% month, 90% YTD)

447 (84% month, 92% YTD)

100% for month: 403, 407, 414, 416, 422, 429, 448, 612

Penn Line Weekend

96.67% Month 96.25% Year to Date

Bombardier Transportation Services OTP (Brunswick and Camden Lines):

97.63% Month 96.52% Year to Date

Brunswick Line

97.16% Month 97.41% Year to Date96.55% AM Eastbound
97.75% PM Westbound

Trains below 90% (late more than twice, red-bold lower than 80%):

None

100% for month: 870, 872, 876, 871, 873, 891, 875, 877, 879

Camden Line

98.03% Month 95.75% Year to Date96.58% AM Westbound
99.26% PM Eastbound

Trains below 90% (late more than twice, red-bold lower than 80%): None

None

100% for month: 840, 844, 845, 849, 851, 848, 850, 852, 853, 854, 855, 856, 858, 859

MARC Train Cancellations and Terminations

February 2018

February 201	.8			
<u>Date</u>	<u>Line</u>	<u>Train</u>	<u>Cause</u>	Synopsis of Situation
2/1/2018	Р	440	Mechanical - Equipment	Train cancelled due to failure of PTC equipment on diesel locomotive. Passengers accomodated on Trains 642 and 544.
2/2/2018	Р	443	Mechanical - Human	Train cancelled due to improperly configured/set up cab car. Passengers accomodated on Train 445.
2/2/2018	P	544	Secondary Delay	Train cancelled due to no equipment or crew available from cancelled Train 443. Passenegers accomodated on Train 446, which operated through to Perryville.
2/5/2018	Р	517	Mechanical - Human	Train terminated north of Penn Station due to diesel locomotive failure caused by over-filled oil tank. Passengers already on train trainsfered to Amtrak train 151. Passengers at downline stations accomodated on Trains 419 and 421.
2/5/2018	Р	425	Secondary Delay	Train cancelled due to equipment and crew being used to rescue Train 517.
2/6/2018	Р	440	Mechanical - Equipment	Train cancelled due to diesel locomotive failure. Passengers accomodated on Trains 438 (which made all stops) and 642.
2/9/2018	Р	400	Mechanical - Equipment	Train cancelled due to electric locomotive failure. Passengers accomodated on Train 502.
2/9/2018	Р	415	Secondary Delay	Train cancelled due to cancellation of Train 400. Passengers accomodated on Trains 517 and 419.
2/15/2018	Р	453	Mechanical - Equipment	Train terminated at Odenton due to diesel locomotive failure. Rescue set of equipment dispatched from Baltimore to complete the trip.
2/15/2018	В	893 & 895	Security	Trains terminated at Point of Rocks due to automobile fouling tracks. Passengers accomodated by Frederick TransIT buses
2/16/2018	Р	413	Mechanical - Equipment	Train cancelled due to shortage of locomotives. Passengers accomodated on Trains 415 and 517.
2/20/2018	Р	413	Mechanical - Equipment	Train cancelled due to electric locomotive failure. Passengers accomodated on Trains 415 and 517.

MARC Train Cancellations and Terminations

February 2018

February 201	1.8			
<u>Date</u>	<u>Line</u>	<u>Train</u>	<u>Cause</u>	Synopsis of Situation
2/20/2018	Р	435	Mechanical - Equipment	Train terminated at Odenton due to diesel locomotive failure. Non-revenue equipment move train transferred passengers to complete the trip.
2/21/2018	Р	428	Mechanical - Equipment	Train cancelled due to electric locomotive failure. Passengers accomodated on Trains 532 and 634.
2/21/2018	Р	445	Secondary Delay	Train cancelled due to cancellation of Train 428. Passengers accomodated on Train 447.
2/27/2018	Р	433	Mechanical - Equipment	Train cancelled due to cab control car failure. Passengers accomodated on Train 435 and Amtrak 125.
2/27/2018	С	860	Mechanical - Equipment	Train terminated at Jessup due to diesel locomotive failure. Rescue set of equipment dispatched from Baltimore to complete the trip.
2/28/2018	С	847	Mechanical - Equipment	Train severely delayed due to railcar door issues. Train 849 operated ahead and carried both trainloads of customers.
2/28/2018	В	890	Mechanical - Equipment	Train terminated west of Germantown due to diesel locomotive failure. Train 892 coupled and shoved to Washington.



MARC Train Service Breakdown by Delays and Minutes: February 2018

		Brunswick Line				Camden Line			Penn Line			
	Minutes	Delays	% By Minutes	% By Delays	Minutes	Delays	% By Minutes	% By Delays	Minutes	Delays	% By Minutes	% By Delays
ACCIDENT	0	0	0.0%	0.0%	0	0	0.0%	0.0%	20	1	0.9%	0.7%
COMMUNICATION/SIGNALS	20	1	4.4%	9.1%	0	0	0.0%	0.0%	37	3	1.6%	2.0%
CREW	0	0	0.0%	0.0%	0	0	0.0%	0.0%	42	4	1.9%	2.7%
DISPATCHER/INTERFERENCE	167	6	36.9%	54.5%	57	4	18.1%	40.0%	862	80	38.2%	53.7%
MECHANICAL-EQUIP.	152	1	33.6%	9.1%	203	4	64.4%	40.0%	357	14	15.8%	9.4%
MECHANICAL-HUMAN ERR.	0	0	0.0%	0.0%	0	0	0.0%	0.0%	36	2	1.6%	1.3%
PASSENGER	0	0	0.0%	0.0%	0	0	0.0%	0.0%	239	18	10.6%	12.1%
SECONDARY DELAY	25	1	5.5%	9.1%	45	1	14.3%	10.0%	612	23	27.1%	15.4%
SECURITY	89	2	19.6%	18.2%	0	0	0.0%	0.0%	0	0	0.0%	0.0%
TRACK/CATENARY	0	0	0.0%	0.0%	10	1	3.2%	10.0%	48	3	2.1%	2.0%
WEATHER	0	0	0.0%	0.0%	0	0	0.0%	0.0%	3	1	0.1%	0.7%

MARC Train Service Weekday Station Boardings Comparison Report February 2018 vs. February 2017

Penn Line	North 2018	South 2018	Total 2018	North 2017	South 2017	Total 2017
Perryville	0	152	152	0	128	128
Aberdeen	0	227	227	0	200	200
Edgewood	0	230	230	1	273	274
Martin Airport	1	359	360	7	377	384
Penn	177	2,992	3,169	134	4,022	4,156
West Baltimore	11	827	838	7	858	865
Halethorpe	40	1,470	1,510	16	1,336	1,352
BWI	117	2,026	2,143	109	1,656	1,765
Odenton	138	2,129	2,267	135	2,240	2,375
Bowie	151	676	827	202	591	793
Seabrook	46	440	486	60	375	435
New Carrollton	520	557	1,077	660	458	1,118
Washington, Union Station	10,719	0	10,719	11,009	0	11,009
Totals	11,920	12,085	24,005	12,340	12,514	24,854

Camden Line	East 2017	West 2017	Total 2017	East 2017	West 2017	Total 2017
Camden	0	380	380	0	213	213
St. Denis	0	13	13	0	6	6
Dorsey	19	567	586	5	253	258
Jessup	0	1	1	0	0	0
Savage	24	371	395	10	158	168
Laurel Race Track	0	2	2	0	2	2
Laurel	40	649	689	18	324	342
Muirkirk	20	440	460	10	145	155
Greenbelt	30	30	60	19	13	32
College Park	132	46	178	60	18	78
Riverdale	16	54	70	17	13	30
Washington, Union Station	2,189	0	2,189	1,542	0	1,542
Totals	2,470	2,553	5,023	1,681	1,145	2,826

Brunswick Line	East 2018	West 2018	Total 2018	East 2017	West 2017	Total 2017
Washington, Union Station	0	3,229	3,229	0	2,283	2,283
Silver Spring	45	531	576	49	271	320
Kensington	217	14	231	156	16	172
Garrett Park	64	1	65	44	0	44
Rockville	248	265	513	201	183	384
Washington Grove	54	2	56	25	0	25
Gaithersburg	518	36	554	437	16	453
Metropolitan Grove	295	10	305	265	6	271
Germantown	960	14	974	744	4	748
Boyds	20	0	20	9	0	9
Barnesville	91	0	91	65	0	65
Dickerson	23	0	23	20	0	20
Point of Rocks	369	0	369	255	0	255
Monocacy	317	0	317	164	0	164
Frederick	114	0	114	79	0	79
Brunswick	515	1	516	293	0	293
Harpers Ferry	57	0	57	65	0	65
Duffields	103	0	103	116	0	116
Martinsburg, WV	84	0	84	116	0	116
Totals	4,094	4,103	8,197	3,103	2,779	5,882

MARC Train Service Penn Line Station Boardings Report Saturday, February 17, 2018

Station	North	South	Total	Line Percent	System Percent
Martin Airport	0	23	23	1%	1%
Penn	0	1,642	1,642	37%	37%
West Baltimore	0	81	81	2%	2%
Halethorpe	3	114	117	3%	3%
BWI	11	347	358	8%	8%
Odenton	23	162	185	4%	4%
Bowie	38	12	50	1%	1%
Seabrook	0	0	0	0%	0%
New Carrollton	142	22	164	4%	4%
Washington, Union Station	1,770	0	1,770	40%	40%
Totals	1,987	2,403	4,390	100%	100%

MARC Train Service Penn Line Station Boardings Report Sunday, February 18, 2018

Station	North	South	Total	Line Percent	System Percent
Martin Airport	0	6	6	0%	0%
Penn	0	949	949	34%	34%
West Baltimore	0	52	52	2%	2%
Halethorpe	0	41	41	1%	1%
BWI	9	204	213	8%	8%
Odenton	8	89	97	3%	3%
Bowie	26	13	39	1%	1%
Seabrook	0	0	0	0%	0%
New Carrollton	90	10	100	4%	4%
Washington, Union Station	1,300	0	1,300	46%	46%
Totals	1,433	1,364	2,797	100%	100%